



Job Title	Lead Transit Dispatcher	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	7	Job Code	11073

Class Specification – Lead Transit Dispatcher

Summary Statement:

The purpose of this position is to ensure timely and safe operation of the Mountain Metropolitan Transit local fixed-route bus system. This is accomplished by coordinating and leading the dispatch team by facilitating communication, emergency response, and effectively responding to daily operation issues.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
20%	Oversees and participates in responding to dispatch radio calls, monitors radio transmissions, responds to requests from operators, and researches information to accurately respond to operator's questions.
10%	Verifies accuracy of data entry for radio communications and bus stop criteria; processes customer complaints to ensure they are solved in a timely manner; and develops and implements process improvements for effective execution of duties.
5%	Ensures accurate maintenance of inventory and accounts of all web, walk-in, and vending machine sales; orders tickets, supplies, and forms; and monitors and restocks vending and ticketing machines.
10%	Oversees semi-annual inventory process of visually inspecting bus stops to verify amenities and for compliance with ADA standards.
15%	Serves as primary contact person for all video data requests from contractors, riders, and the public; processes documentation per CORA requirements and transit policy; ensures security is maintained during process of reviewing video data; and verifies resolution of customer complaints and issues.
10%	Facilitates logistics of coordinating special events and other projects with Colorado Springs Police Department, City Council, and City management.
15%	Coordinates, and trains transit dispatch staff; and actively participates in hiring, performance planning, and evaluation processes.



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15%	Oversees bus terminal operations by monitoring video and radio to verify on-time performance; verifies driver's appearance and uniform are in compliance; and monitors route adherence.
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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: Three years of full-time responsible radio communications or transit-related operations experience.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
Colorado Commercial, Class B	Within 3 months of start date
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:
Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Supervision Received:
Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:
This job title has no budgetary/fiscal responsibility.

Physical Demands:
Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Rarely



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Machines, Tools, Equipment, and Work Aids: Telephone, fax machine, calculator, copier, vehicle, radio dispatch equipment, GPS units, computer, printer, and scanner.

Specialized Computer Equipment and Software: Microsoft Office and dispatched related software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: September 2014